Which suite is right for you?

The GASP suite is recommended for organizations with 10 to 1,500 seats with either networked or stand-alone PCs in their environment.

The GASP Plus suite is recommended for organizations with 10 to 1,500 seats that have a need for on-demand audits. The GASP eAudit component of GASP Plus facilitates proactive remote auditing using TCP/IP connections.

The GASP Enterprise suite is Attest's scaleable, multi-user, Microsoft SQL server based solution for organizations with 1,000 to 100,000+ seats. Enterprise is designed for highly complex network structures with a variety of both local and remote auditing requirements.

GASP Report

GASP Report compiles the data gathered by GASP Audit, GASP Net and/or GASP **eAudit**, identifies installed applications and presents user-requested information in 25 easy-to-read detail and summary reports. The Software Identification Database (SID), updated monthly, contains identification information for more programs than any other product on the market. The SID, combined with our proprietary identification algorithm, enables GASP to accurately identify software applications, including versions and release dates. GASP Report also includes a function to store and report on Windows 2000 status to assist in Windows 2000 migration projects.

GASP Audit™

GASP Audit quickly and efficiently collects software and hardware information about a target system. GASP Audit makes tracking easy by automatically assigning a unique identifier to each system and providing up to 12 user-defined identification fields. Collected data is then imported and processed by GASP Report or GASP SQL Tools for viewing, reporting and performing other management tasks.

GASP eAudit™

GASP **eAudit** collects PC assets and software information on any remote or local Win32-based PC connected to a network supporting TCP/IP (i.e. Internet, Intranet, LAN or WAN). GASP **eAudit** is a client/server based application which provides network managers the flexibility to centrally track and audit remote users without touching sensitive network login scripts or complicated network environments.

GASP Net™

GASP Net facilitates the use of GASP Audit in a network environment, efficiently and discreetly auditing workstations during login. Administrators can schedule audits to collect updated audit information daily, monthly or quarterly.

GASP SQL Tools™

GASP SQL Tools provides a robust and scalable database including automatic roll-up and processing of audit data, as well as multi-user reporting and input capabilities. Using Microsoft SQL Server backend, GASP SQL Tools provides all the power and functionality large organizations need to collect and track information for thousands of PCs.

"We have saved thousands of IT dollars using GASP when negotiating volume licenses."
Benita Giles
Manager, Corporate Licensing
Wonderware

"Hats off to you, GASP v5.2 is a brilliant piece of software."
Ron Pettis
Engle Printing and Publishing

About Attest Systems, Inc.™

In 1991, Herbert M. Gottlieb, our founder and president, assisted in the conduct of one of the very first anti-piracy enforcement audits. Herb then invested years to develop what became known as GASP. Today Attest remains true to its mission.. . "to deliver industry leading programs and support for PC asset and software management." Our world-wide alliances with software publishers and their associations ensures that Attest will maintain a position as the industry leader.

"GASP is an excellent tool that can help a company track and manage software."
Robert Kruger
Vice President Enforcement
Business Software Alliance

Attest Systems, Inc.™

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International: 4 15-209- 1700
Facsimile: 4 15-898-6623
Email: info@attest.com

WWW.ATTEST.COM

System Requirements

GASP Audit

OS: WINDOWS2000/NT/98/95/3.X, DOS, OS/2& MACINTOSH
HARD DISK SPACE: PERMANENT 1 KB; TEMPORARY: 1 MB
CPU SPEED: AS REQUIRED FOR OPERATING SYSTEM
RAM: AS REQUIRED FOR OPERATING SYSTEM

GASP Net

NETWORK OS: WINDOWS 2000/NT & NETWARE
SERVER HARD DISK SPACE: 3MB PLUS 1 MB FOR EVERY 10 AUDITS
CPU SPEED: AS REQUIRED FOR NETWORK OPERATING SYSTEM
RAM: AS REQUIREDFOR OPERATING SYSTEM

GASP Report

OS: WINDOWS 2000/NT/98/95
HARD DISK SPACE: 30MB, PLUS 1 MB FOR EVERY 20 AUDITS
CPU SPEED: AS REQUIRED FOR OPERATING SYSTEM
RAM: MINIMUM OF 32MB

GASP eAudit/eClient

OS: WINDOWS 2000/NT/98/95
HARD DISK SPACE: 1 ME
CPU SPEED: MINIMUM OF 166MHZ
RAM: MINIMUM OF 32MB

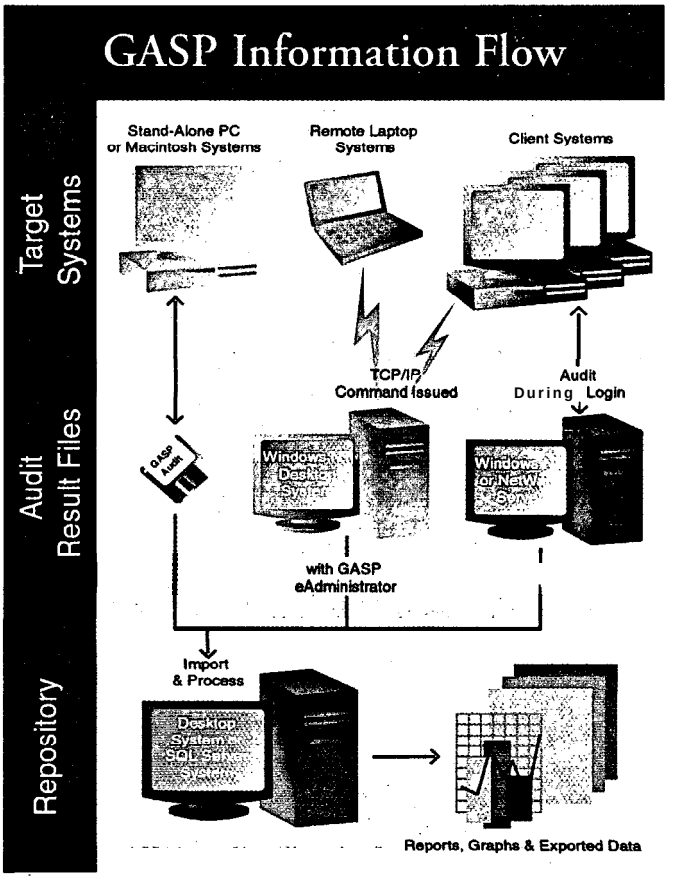
GASP eAudit/eAdministrator

OS: WINDOWS 2000/NT
HARD DISK SPACE: 20MB
CPU SPEED: MINIMUM OF 233MHZ
RAM: MINIMUM OF 128MB

GASP SQL Tools

PLEASE REFER TO ATTEST SYSTEMS, INC. WEB SITE

GASP Information Flow



MicroAge
SACRAMENTO

Method™

Overview

MicroAge Sacramento
Sacramento, California

MicroAge SACRAMENTO

Contents

MicroAge SACRAMENTO

Executive Overview

MicroAge Sacramento provides clients with technology-based solutions to business process challenges. MicroAge Sacramento's undertakings employ a variety of technologies to create solutions that support and enhance client business processes. The business issues that demand these solutions are often complex, spanning multiple people, departments, processes, technologies, disciplines, and geographies. Unmanaged complexity can lead to projects with lost focus, missed goals, cost overruns, and disarray.

To manage complexity, MicroAge Sacramento has defined processes, created a consulting and implementation structure, and developed support tools. These processes, structures and tools comprise MicroAge Sacramento's Method[M].

Method[M] assures Information Technology solutions are delivered with quality and consistency. Quality is the condition of being distinguished from others, of a higher rank or position; optimum. Consistency is defined as steadfast adherence to a body of methods, rules and postulates employed by a discipline, a particular set of procedures, in a specified field.

MicroAge Sacramento's Method[M] is true to both definitions. It brings quality to IT solutions via the structured rules, processes, and tools described in this document. The structured approach assures an optimized solution that addresses the client business need and ultimately enhances the client organization's business process through the application of Information Technology Solutions.

Method[M] provides the MicroAge Sacramento IT Consulting team with a system of rules, principles, procedures and practices that are applied to Information Technology solutions. It provides a logical process to deal with the complexities of business technology solutions. The methodology assures that the complex projects can be completed with:

- High Client Satisfaction
- High Quality Deliverables
- Maximization of Resources
- Predictable Project Cost
- Repeatable Consistency
- Low Risk
- Measurable Results
- Timeliness
- Modular Specialization
- Continuous Improvement

MicroAge Sacramento Consultants and Project Managers are trained in Method[M] and equipped with tools that empower them to effectively apply it.

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Method[M] Overview

Method[M] stems from field proven best practices and time proven system implementation methodologies. Combined with critical review and LAB testing, these methods create a structure that assures success in an IT solution.

Method[M] also incorporates the Project Management Body of Knowledge (PMBOK). The Project Management Institute (www.pmi.org) publishes the PMBOK. Since it's founding in 1969, Project Management Institute (PMI) has grown to be the organization of choice for project management professionalism. With over 40,000 members worldwide, PMI is the leading nonprofit professional association in the area of Project Management. PMI establishes Project Management standards, provides seminars, educational programs and professional certification that more and more organizations desire for their project leaders. Indeed many of MicroAge Sacramento's Project managers are PMI certified, or are on a career path that leads to PMI certification. The PMBOK provides a structure for many of the non-technical aspects of the projects that MicroAge Sacramento undertakes. The PMBOK provides standards for tackling:

* Scope Management	Time management	* Cost Control
* Quality Assurance	* Human Resources Mgt.	* Communications
Risk Management	Procurement	* Integration Management

Method[M] project plans cover these topics in a manner relevant to the'technology and business goals of the client organization.

MicroAge Sacramento's Method[M] enabled the development of a series of Solution Packages (**SP's**) that leverage the best practices and knowledge of our field experts. A SP is a 'soup to nuts' package that MicroAge Sacramento uses to provide common business solutions. Examples of SP include the MicroAge Sacramento Help Desk SP's, Asset Management SP's, and other solutions for business process issues.

The MicroAge Sacramento Solution Development staff, Product Vendors, Senior Field Consultants and MicroAge Sacramento Consultants contribute content to the SP's to create a 'best practice, best process, best tool' system of delivering specific solutions. A Project Plan is used to model the delivery process and to enforce the structure. After the SP is defined, the Sales methodology tools, documents, and brochures are created. The SP assures that solutions designed in the Consulting Cycle are tightly coupled to actual deliverables that can be enforced via the Method[M].

Method[M] is also supported by Manage[M], a Service Management Center infrastructure. Manage[M] is a pioneering concept developed by MicroAge Sacramento. MicroAge field Project Managers use the Project plans from Manage[M] to manage resources, tasks, and milestones toward implementing solutions.

These project plans are scripted to automatically update a centralized database (Manage[M] *db*) at MicroAge Sacramento's Service Management Center. The database is programmed'to output WEB based status of each project. This is accessible by Client Executives, MicroAge Sacramento Management, and select project participants. MicroAge Sacramento Management uses additional scripts and extensions to continuously monitor the status of all field projects.

Manage[M] provides unprecedented layers of assurance that your project will go well and have visibility to the top layers of MicroAge Sacramento's management. Additional details Manage[M] can be found in Appendix B of this document.

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The Method[M] affords MicroAge Sacramento the framework to provide clients with optimized solutions. The methodology is integrated with the consultation process, and extends through the solution design, Startup, implementation, measurement and closure processes to enforce cohesiveness for the entire implementation. The process can be repeated across a number of IT projects, across widely dispersed geography to yield consistent results.

In sum, the Method[M] provides additional value to the IT solutions that MicroAge Sacramento provides. It is a compelling reason to select MicroAge Sacramento over other vendors. It is yet another element that makes MicroAge Sacramento the best value in IT Consulting Solutions.

Method" Process Flow

High Level

MicroAge Sacramento Technical Consultants, Project Managers, and Consultants use a formal Consult/g structure to perform discovery, analysis, review and implementation of IT projects. The Method structure is designed to elicit an optimal solution for MicroAge Sacramento's client organizations. The high level (10,000 foot) view of this is illustrated below.

After clients are Identified, MicroAge Sacramento begins the Consultation phase. Upon client acceptance of a proposed solution, the *Engagement* phase is initiated. Sub-processes in each phase of this flow assure that Technology is applied to solve client business process issues.

Each phase or step shown above encompasses 10's or even 100's of sub processes. Flow™ diagrams, checklists, project plans, and instruction documents contained in the Method support these sub processes.

The remainder of this document will provide additional insight into each phase and corresponding components.

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Identification

MicroAge Sacramento Technical Consultants are trained to understand the relationship between business processes and new technologies that enhance those business processes. The Technical Consultants are the first contact that most clients will have with MicroAge Sacramento. Each MicroAge Sacramento Consultant is skilled at listening to client requirements. Typically, the requirements are expressed by the client CIO, IT Director or Project Sponsor, -- the Executive tasked with improving business processes. The MicroAge Sacramento Technical Consultant is responsible for relating client requirements to the appropriate application of technology.

MicroAge Sacramento provides its Solution Consultants with special support, training, and tools to keep them on top of the ever-changing technology landscape. These include:

- MicroAge Sacramento Solution Packages (SPs)
- Sales force automation tools
- Certifications and Training
- MicroAge Sacramento Intranet based knowledge base
- Industry Journals and Newsletters

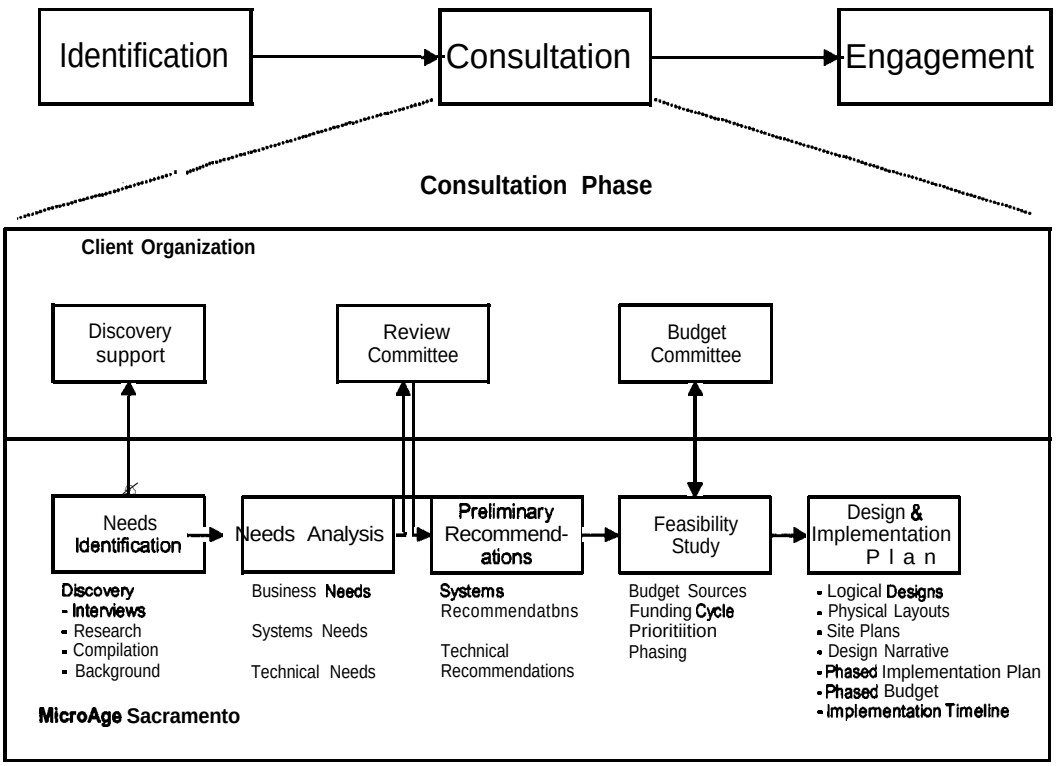
Coupled with the business skills of the Technical Consultants, these tools aid in the identification of client business processes that can be enhanced by MicroAge Sacramento products, practices and services.

Consultation

After Method™ candidates are identified, discussions between MicroAge Sacramento and the client organization are expanded. The process enters the **Consultation** phase. MicroAge Sacramento employs a team-based approach. The end goal for the Consulting team is to create a Design and Implementation Plan.

The team contains members from both MicroAge Sacramento and the Client organization. MicroAge Sacramento provides Technical Consultants and Program Managers with the appropriate technical expertise. Client team members include the Executive Project Sponsor, and may include consultants, management, business and technical staff from departments of the client organization The MicroAge Sacramento team members' work to coordinate the team efforts toward creation of the Design and Implementation Plan.

The detailed flow of the Consultation phase is illustrated below.



The MicroAge Sacramento consulting staff works with the Client organization to perform the Needs Identification. This is a structured Discovery process. Interviews, research, and background information are collected through a series of Q&A sessions, inventory documents, process reviews and other methods. Tools, forms and documents contained in the MicroAge Sacramento Method™ Intranet site, guide the Discovery. This standardized, coordinated approach guarantees that the every Needs Identification/Discovery is performed in a thorough and structured manner. The

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Method™ tools assure that MicroAge Sacramento performs with consistency from job to job. Client results are not limited by a single individual's capabilities. The client benefits from the "best practices" of the MicroAge Sacramento organization.

With the Needs Identification complete, MicroAge Sacramento's consulting staff performs a Needs Analysis. This relates the Discovery findings to the clients business, current systems, and technical capabilities. The output analysis document is delivered to the client Review Committee for validation.

The Review Committee is then tasked with confirming the findings in the document. It can then accept the document, modify it, or provide additional information to the MicroAge Sacramento Consulting team. The final document provides the business framework for the technical solutions that MicroAge Sacramento will provide.

Upon completion of committee review, the MicroAge Sacramento team creates its Preliminary Recommendations. These will consist of System and Technical process recommendations. These will be related to the business need(s) as defined in the Needs Analysis finding documentation. This is a fundamental tenet of MicroAge Sacramento operations. MicroAge Sacramento relates the technology solution BACK to the business needs that are addressed.

MicroAge Sacramento next performs a feasibility study against the Preliminary Recommendations. This consists of technical feasibility, references to similar systems, budget, and implementation checks. The output of this phase is sent to the Client Budget Committee.

The Client Budget Committee conducts a general review of the proposed project. The committee can apply Return on Investment (ROI) analysis that is appropriate to the project. Once the Budget Committee passes the project, the MicroAge Sacramento consulting team can proceed to the final step of the Consultation Phase.

The final step yields the Design and Implementation plan. Detailed logical designs, physical diagrams, site plans, proposed implementation timelines, project investment information, and design narratives are among the components included in t he final Design and Implementation plan. This is the proposal to be considered for implementation. This serves as the roadmap for the next phase, the Engagement Phase.

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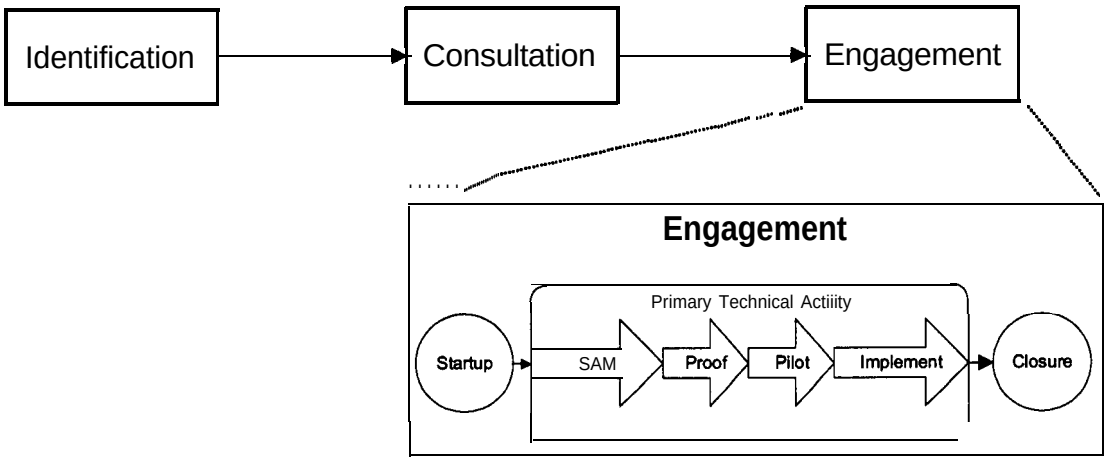
Engagement

The Engagement phase is initiated by the issuance of a client purchase order. It is evidenced and governed by the acceptance of the contracts associated with the MicroAge Sacramento Design & Implementation Plan. The Engagement phase involves the implementation of the proposed solution. MicroAge Sacramento has extensive infrastructure, processes, procedures, and tools that support this phase.



The Engagement phase impacts the entire client organization. It is given an enormous degree of attention by MicroAge Sacramento management and staff. MicroAge Sacramento has evolved industry-pioneering practices that support the Engagement phase such as:

- Method[M] Implementation Methodology
- Solutions Certification and Testing Lab
- WEB based Solution Packages (SP):
  - *Messaging*
  - *eCommerce*
  - *Business-to-Business Applications*
  - *Custom Database Applications*
  - *Thin Client*
- Manage[M] – Service Management Center

This section provides additional process detail on the Engagement phase. A high-level process overview is provided as a backdrop. Insight to MicroAge Sacramento' proprietary

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features and Method[M] is provided. This document provides "zoom in" on additional details of Method[M], labs, SPs and the supporting Manage[M] infrastructure.

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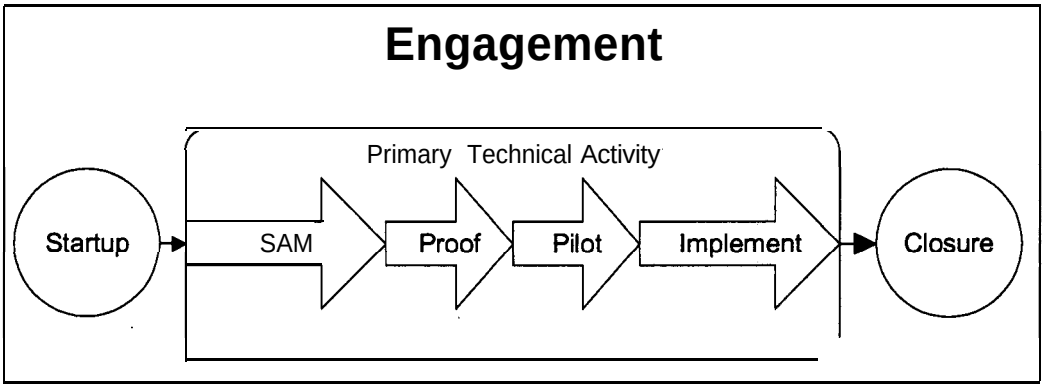
Engagement Phases

Defining the Engagement phase process flow helps in understanding the tools that MicroAge Sacramento uses. Through the creation of a structured IT project implementation flow, MicroAge Sacramento has been able to design processes to address the needs of the Team at various stages of the engagement. The diagram below introduces the high level Engagement flows for MicroAge Sacramento projects.



The Engagement model is more than just a theoretical exercise. MicroAge Sacramento Solution uses this to create detailed Microsoft Project 98 Plans. Additional information on the structure and unique Method[M] features of these project plans can be viewed in **Appendix A** at the back of this document.

As illustrated above, the startup process delineates the beginning of the Engagement phase. This provides overlap between Consultation and the Technical Implementation staff to assure a smooth handoff. Startup involves administrative and logistic tasks that prepare for the Primary Technical Activity. Billing, change management, risk analysis, staffing and team building, initial budgeting and other setup sub-processes are performed here. MicroAge Sacramento uses a standardized project plan to organize and perform these Startup tasks in a consistent manner. The Startup project plan is interchangeable with different Primary Technical Activities. For example, the same Startup process can be used for a Help Desk project and/or for an Asset Management project. This minimizes startup effort, maximizes communication, and assures that complex projects move quickly and efficiently to the Primary Technical Activity.

Startup is the phase that contains tasks that comply with the Project Management Institutes (PMI - www.pmi.org) Project Management Body of Knowledge (PMBOK). PMI through the published standards in the PMBOK provides structured techniques to deal with

- Scope Management
- Quality Assurance
- * Risk Management
- * Time management
- Human Resources Mgt.
- Procurement
- Cost Control
- Communications
- Integration Management

Method[M] project plans cover these topics in a manner relevant to the technology and business goals of the client organization. MicroAge Sacramento extends and complements the PMI recommendations with other tasks and tools to assure that these techniques contribute to a successful project. The Primary Technical Activity contains four main processes (phases). They are:

1.) Solution Agreement Meeting **(SAM)**
2.) **Proof** of Concept

3.) **Pilot** trials
4.j Final **Implementation** rollout.

The Primary Technical Activity is broken down into these phases to assure multiple client signoff checkpoints and to permit change management. Field activities and project reviews have proven that this structure maximizes client satisfaction and total quality on MicroAge Sacramento projects.

The Solution Agreement Meeting provides a vehicle for the final *detailed* design to be nailed down. MicroAge Sacramento has found that a structured process such as the Solution Agreement Meeting **(SAM)** evokes the best final design. The SAM goes to extreme detail (beyond RFP/RFQ specifications) to provide the implementation team with the inputs they need to do the remaining steps. The SAM is a structured, moderated roundtable meeting. It involves the core team members (client and MicroAge Sacramento) for the project. A structured SAM document is employed to lead the participants through the critical issues of the project and gain design resolution on details. The SAM results in a clearly articulated, written 'vision' of the solution. The hardcopy output from the SAM becomes the detailed design guide for the Proof of Concept, Pilot and Implementation activities.

Proof of Concept **(Proof)** is the live laboratory 'test' of the solution from the Design & Implementation plan. It is important that the Proof has the following characteristics:

- ✓ Limited scale
- ✓ Manually installed (step by step)
- ✓ Heavily documented processes
- ✓ Lab based
- ✓ Not impacting client production network

The Proof tests critical details from the SAM to provide a checkpoint that the solution is fundamentally sound. It provides a low cost verification, before full resources are committed. It permits tuning and refinement of the vision and goals of the solution. Changes and modifications from Proof phase are formalized through the change management procedures established by the Startup phase.

The **Pilot** takes the Proof one step further by putting the solution into low-level production. Lessons learned from the Consulting Phase, SAM, and Proof are used to mold the first 'live trial' of the solution. The multiple checkpoints that precede this live testing – minimize the risk. The Pilot process is specially designed to impact a controlled portion of client business processes. A fundamental rule for the Pilot is that it can be switched 'off and the client returned to existing processes at the first sign of difficulty. The Pilot phase also introduces a larger team to the project. As implementation nears, it is important to expose additional team members to the processes and configurations that the final solution will contain. Also, the Pilot teams engage in 'automating' installation and testing processes beyond the Proof methods. For example, installation scripts automated backups, test batch programs, and other automation methods are created during Pilot. The scripts are used later to make the Implementation phase proceed with speed and accuracy.

The **Implementation** phase occurs only after the success of the Proof and Pilot. This provides the maximum assurance of success. All of the lessons learned, processes developed, and automation techniques are applied to achieve a rapid, accurate and successful Implementation. Implementation benefits from the multiple checks and balances in the preceding phases of the project. As **a** result, the Implementation is smooth and predictable. MicroAge Sacramento has employed this total methodology for IT solutions to achieve desired optimal results in the Primary Technical Project.

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Closure provides for orderly shutdown'of the project. This phase involves measurement of results, presentation of final documentation, acceptance, billing, debriefing, and other tasks associated with the final handoff to client support staff.

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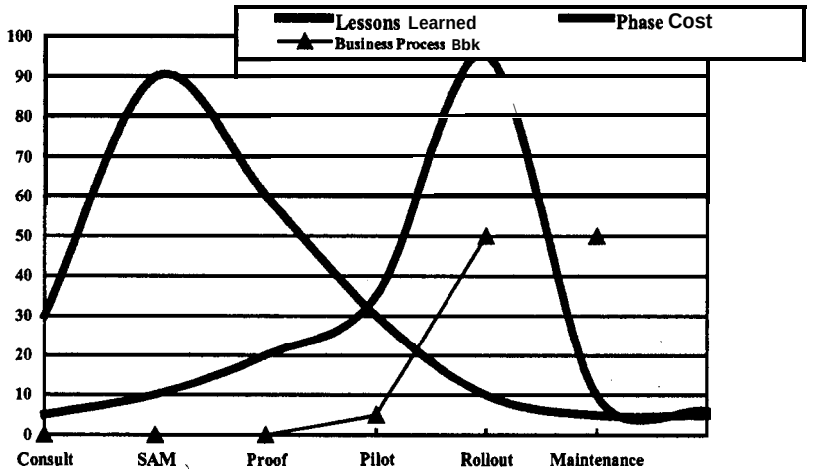
Economy of Knowledge

The ordered and structured flow of the Consulting and Implementation phases is designed[M] to maximize 'learning' early in the project. It achieves an "Economy of Knowledge". Method[M] structure minimizes project, financial, and business process risks. The intent is to learn in a "lab environment, prior to rollout. Rollout presents the greatest risk in terms of financial and business impact exposure.

The structured Consulting phase evokes much information at a low cost. There is no risk to business processes as the Consulting process only 'views' current and desired processes, it does not alter them.



As the project progresses to the SAM (Solution Agreement Meeting), the lessons learned are numerous. Often, this is the first time an independently structured, technical meeting has ever been held by the client. The costs are attributed to the structured round table meeting of the MicroAge Sacramento technical consultants and the staff of Client experts. There is still no business process risk as the team is still just talking. The lessons learned here are a bargain compared to the cost of obtaining them.

The Proof of Concept phase continues with lots of learning, at a slightly higher cost due to the dedicated lab team and structured processes. These lessons learned are of immense value. The vision from the SAM is applied to real hardware and software configurations in a controlled environment. Still there is no risk to Client business processes as the Proof is performed in a lab.

The Pilot phase continues the lessons – a small-scale production environment is rolled out. Knowledge of issues such as scaling, logistics, 'real world' user input is gained, but the pace of 'net new knowledge" and 'surprises' is slowing. Costs are still relatively low (compared to rollout). Costs are limited to lab automation efforts (scripts), purchasing some production software and hardware for the limited pilot rollout. For the first time, we see a minimal risk of impact on business processes. This risk is mitigated by three factors:

1.) The knowledge learned in the 3 ½ preceding phases (Consult, SAM, Proof, and ½ of Pilot)
2.) Multiple Client approvals/checkpoints within each of the preceding phases to keep the project aligned with goals.

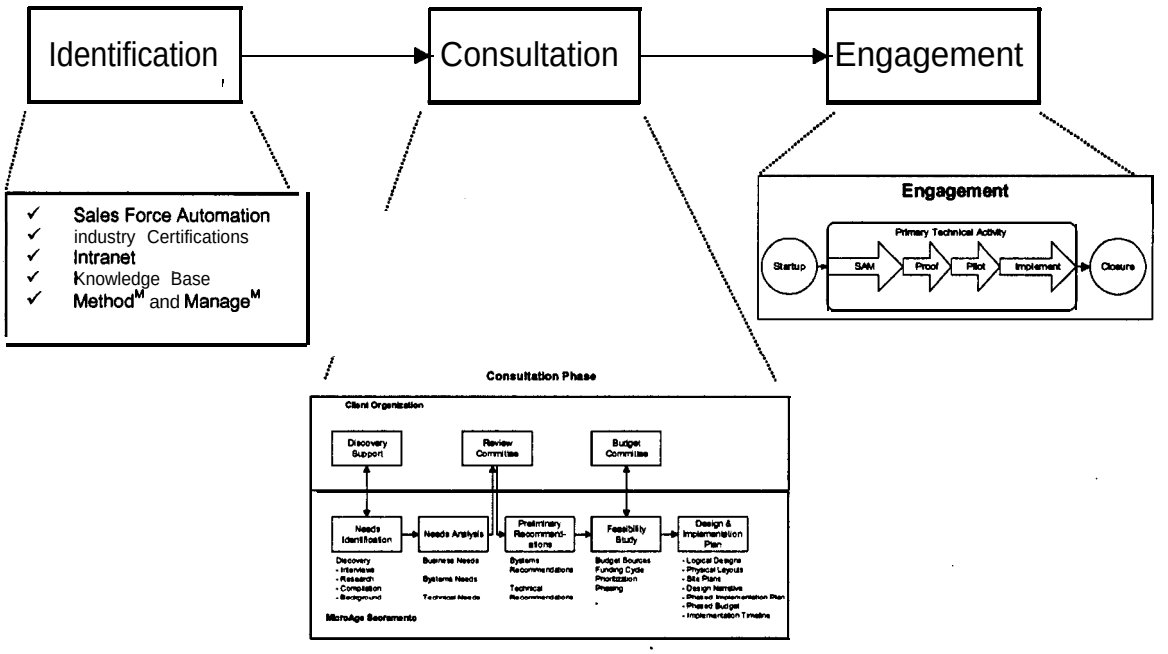
3.) Method"" Pilots are carefully orchestrated to be able to 'rollback' to existing systems should the Pilot group experience negative impacts on productivity.

In the **Rollout,** we see fewer lessons learned. The multiple phases and numerous checkpoints leading up to the **rollout** have made this phase relatively routine. This is by design, as the risk to business process and to costs at this time is high. The careful, structured phasing that precedes the **Rollout** leads to a successful **rollout** – when preparation is extensive, the execution is graceful.

The point of **Method**[M] is to minimize this risk. It accomplishes this via the "lessons learned" in the phases. By timing lessons early, **costs** and risks in later phases are naturally reduced. These are the primary reasons that Method[M] projects have their distinctive phased structure, and are successful.

Conclusion

The **MicroAge** Sacramento **Method**[M] provides the framework that yields optimized solutions. The methodology provides structure that begins in the Identification process, and extends through the Consulting phase with solution design, and concludes in the Engagement process with implementation, measurement and closure processes that enforce cohesiveness for the entire engagement. The methodology provides the **MicroAge** Sacramento Solution Consulting team with a system of rules, principles, procedures and practices that are applied to Information Technology solutions. It provides a structured logical process to deal with the complexities of business technology solutions.



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The MicroAge Sacramento Method[M] structure, processes and tools assure that technology is implemented to support client business requirements.

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Appendix A - Method" Project Plan Philosophy

The Project Plan is the focal point for MicroAge Sacramento' methodology. It is used to model the processes that our field and lab consultants have used in prior successful implementations. It is also serves as the 'enforcer' of Method™.

Microsoft Project 98 is used as the software for MicroAge Sacramento SPs.

Each SP project plan is at least 3 project plans in one. The Modular Project Plans are:

Startup – which enforces the Startup tasks described above

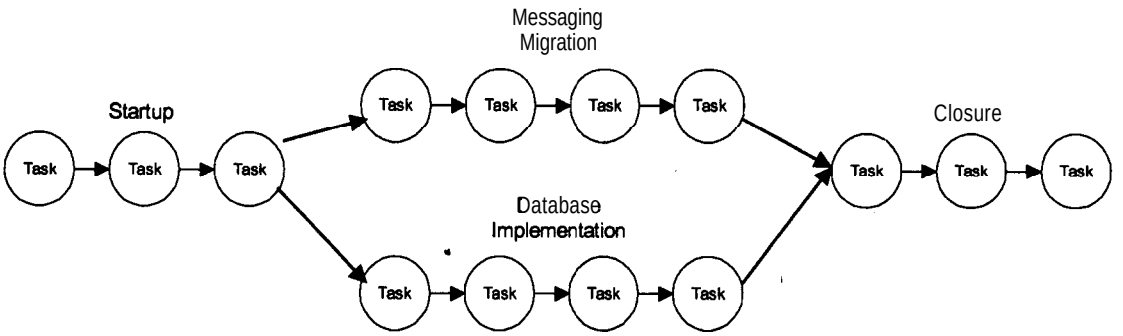
Primary Technical – provides the Specific Agreement Meeting (SAM), Proof, Pilot, and Implementation for a process, for example: Windows NT rollout. This enforces the Method™ and provides tools specific to the technology being implemented

Closure – enforces orderly conclusion of a project.

The modules are 'snapped' together within Microsoft Project 98 to create a comprehensive and cohesive total project plan.

***Startup + Primary Technical Activity + Closure* = Total Project Plan**

Only completely 'snapped' together plans are published on the MicroAge Sacramento Method™ Intranet site. They are available to MicroAge Sacramento Consultants, Project Managers and Technical staff. The modular nature of these plans permits flexible project customization, while retaining the integrity of the methodology. For example, a project that requires both a Windows NT rollout and a Help Desk implementation can be 'snapped' together from the components that the SPs provide. Simultaneous efforts on both projects can be managed from a single Project Plan, and dependencies can be linked at critical milestones.



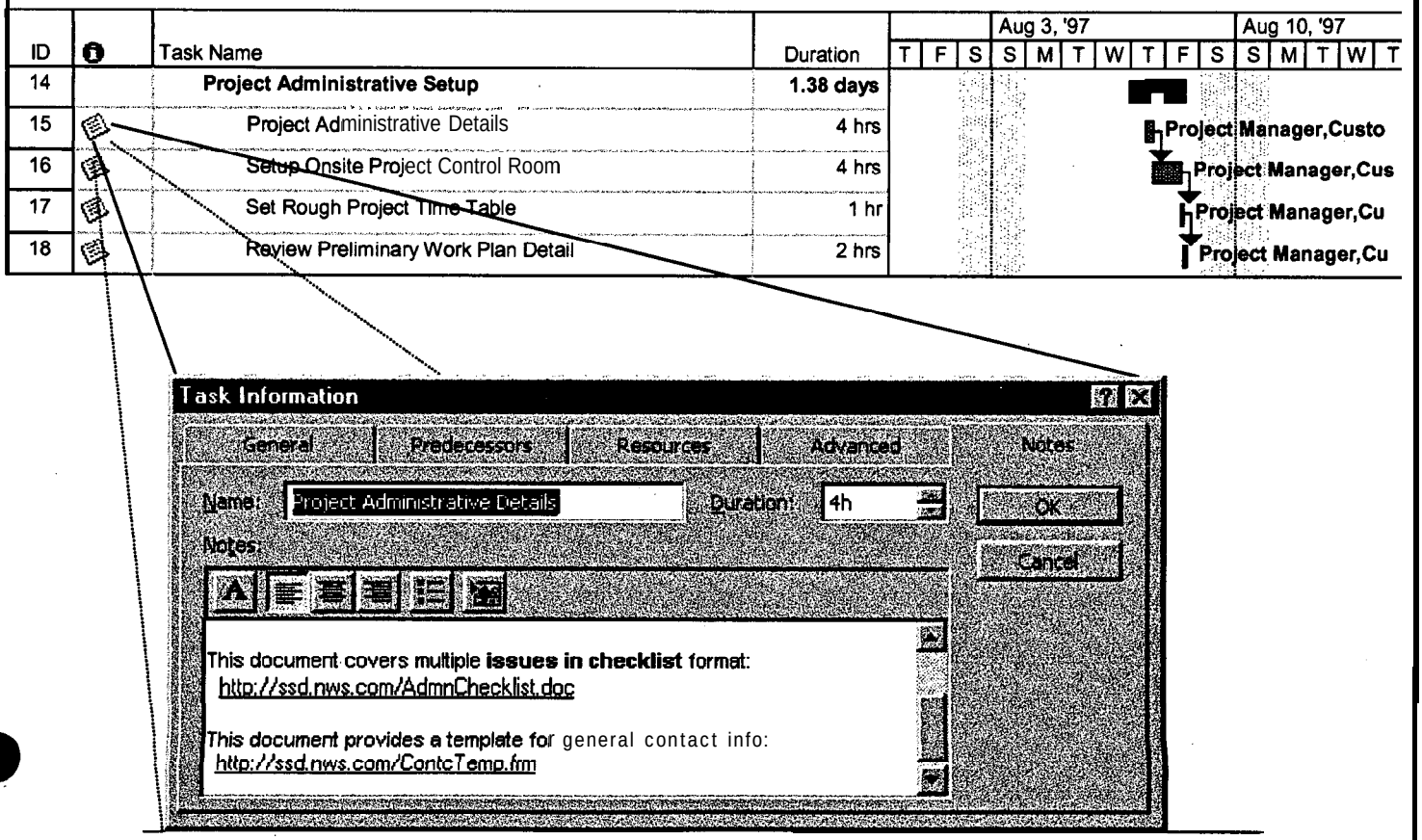
Appendix A (cont'd.)

Method[M] Project 'built in' Examples:

The diagram below shows a specific example of the power of the SPs. A snapshot of a SP project plan is shown. Review the 'note' icon on line 15 – Project Administrative. Details. By clicking on the icon, a dialog box is expanded and additional instructions and tools are presented. Besides the instructions, links are provided to documents, templates and checklists that serve as forms or examples for the Project Manager.

This empowers the Project Manager to focus on the task content rather than the 'invention of process'.

Tasks assigned to Consultants, Solution Consultants, Project Managers, are also equipped with similar links. By laying a firm foundation, the project members are free to concentrate on the assigned task. Further, they perform their activities in a manner that is structured and repeatable. A Project performed by one MicroAge Sacramento office will progress in much the same manner as a project performed at another office. They are unified by the methodology. Method[M] is enforced by the Project Plan and tools contained in the SPs.



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Appendix B - Manage[M] (Service Management Center)

MicroAge Sacramento specializes in providing IT solutions that enhance business processes. Project Managers, design consultants, expert systems consultants, and computer technicians implement these solutions. There is a transitory nature to many of these projects. The team moves in, performs the work, transfers knowledge to the client, and moves on to the next engagement. The team approach and transitory nature mandate that a sophisticated project management system is employed.

Emerging technologies have emerged that enable a new level of enterprise-wide project control and accountability. These include:

- Mature Client - Server Computer Architectures (SQL)
- The World Wide Web – Internet/Intranet
- Powerful PC based Project Management applications (Microsoft Project 98)

The IT consulting group of MicroAge Sacramento has combined these technologies to create a system called Manage[M]. This describes a system that permits enterprise wide management, monitoring, and accounting of current, historic and future IT Solution based projects.

The system is very similar to the Network Operations Centers (NOC) used to provide device management for network (LAN/WAN) components. A NOC consists of management computers, collection devices, databases, and monitoring software that provides statistical data on the performance of the network. Manage[M] uses a master database to collect detail from all field activities and provide a window into the performance of any and all projects. Manage[M] data can be viewed from SQL clients, WEB (HTML) browsers, and can be output to standard Spreadsheet and Word Processing report formats. Manage[M] also has extensions to provide data feeds to the MicroAge Sacramento Accounting systems.

The infrastructure is based on modem client server architectures. Project Plans are distributed to the field using Microsoft Project 98. These are standardized plans embedded with the MicroAge Sacramento Method[M] assures a smooth project flow. Each plan has extensive help, links to forms, 'How to' / 'Best Practice' documents, and hyperlinks (urls) to tools that affect a successful implementation. As the Project is performed and the plan updated, a Microsoft SQL Server automatically collects the project detail and stores it in a central database. This SQL database resides on a multiprocessor Pentium server running Microsoft NT, SQL, and Internet Information Server. Several layers of fault tolerance, redundancy and backup are built into the system. A WEB module provides automatic WWW updates via Microsoft Active Server Page technology. This permits ad hoc queries and custom view of all the project data. High-level views of all projects down to detailed 'issue' views of specific tasks can be performed on the fly.

Project Management Software such as Microsoft Project has long provided a structured method for an individual project manager to resource, implement and control a project from start to finish.

Benefits of Manage[M] include:

- **Executive information System - MicroAge** Sacramento Management can have near 'real-time' vision into the status of all projects. Hot spots can be highlighted for additional attention. Workload can be forecast with greater accuracy, as % completion is visible. Global project status is a click away. Further – the centralized database service as an instantly accessible

repository of MicroAge Sacramento's project data. Project Manger turnover, stolen computer equipment, hardware failures, etc. are not devastating to the project. The project can be regenerated from the last update.

- **Client Communication –** Lack of solution provider communication is the most often cited complaint by clients. However, communication is one of the most time consuming (and costly) activities that a Project Manager must perform. The WEB based project status provides an efficient, low cost avenue of communication that is accessible instantly and provides up to date data. WP and Spreadsheet based reports can be printed, emailed, or faxed to those without WEB access.
- **Accounting Interfaces –** The SQL database 'heart' of the data provides a standardized method of interfacing to other systems. Hours, costs, milestones, and other information can be shared, or sent to the accounting systems. This can 'trigger' billing and provide evidence of completion of the billed tasks.
- **Common Resource Pool -** The system relies on a common resource (labor) pool. Project Managers, Consultants and Consultants are allocated from a common database that permits initial resource assignment, resource leveling, conflict resolution, utilization maximization and rapid response. The resource database is a standard SQL database that could be modified to interface with existing MicroAge Sacramento staffing databases. This leverages the existing strengths of MicroAge Sacramento Staffing division toward the providing IT consulting services.
- **PM Portability –** Since the Project 98 file is the origin of Project data, the Project Manager is free to work on the project details by day and'upload changes and the earliest convenience. This frees the PM to do his/her job, then **provide the updates via dial up connection. PM's can rove from project to** project without expensive infrastructure setup on each site. Tying billing (any paychecks) to the accounting backend assures that Project managers will make every effort to update as frequently as possible.
- **Standards Enforcement -** using the standardized Project 98 plans, structured backend and accounting ties permits MicroAge Sacramento to enforce the standards that make our Method[M] valuable to a client. The quality and consistency of our processes are enforced by our infrastructure -We 'walk the walk'. These standards also permit us a degree of 'people fault tolerance' an individual PM can be replaced by another who is familiar with the MicroAge Sacramento Method[M] with little or no disruption to the client.
- **Custom View Levels –** The system is designed to provide separate views for different individuals in an organization. MicroAge Sacramento's Manage[M] will have
  - **Executive** views that permit viewing all projects in various levels of detail
  - **Project Lead /Client Project Manager –** views to individual projects or groups of projects for a specific client
  - **Resource -** Individuals (called resources) who have been assigned specific tasks in a project can have access to those tasks.

Approved Contract Language for RFP DGS 9014
Addendum #15
3/9/01

A review of changes to the contract language has been conducted, and a complete evaluation, noting acceptable provisions has been provided for RFP DGS -9014. These contract changes are approved acceptable provisions that may be substituted in place of the original contract provisions. If your company chooses to use any of the approved provisions, It must be noted and made a part of your draft and final bid submissions. Please note that these provisions are optional. If your company does not substitute the approved provisions in their draft or final bid responses, the original contract language will remain unchanged.

GENERAL PROVISIONS

- **Item #17.a. - Inspection, Acceptance and Rejection**
  Contractor and its subcontractors will provide and maintain a quality assurance system acceptable to the State covering goods and services under this contract. Contractor will keep records evidencing inspections and their result, and will make these records available to the State during contract performance and for three years after final payment. Contractor shall permit the State to review procedures, practices, processes and related documents to determine the acceptability of Contractor's quality assurance system or other business practices related to performance of the contract.

(Initial here)

- **Items #17.b, 17.c and 17.d. - Inspection, Acceptance and Rejection**
  May be deleted only if doing at the purchase order level. The purchase order would than override these provisions as specified in the General Provisions Item **#1** 1 - Order of Precedence.

(Initial here)

- **Item #18 - Samples**
  This provision may be deleted since it does not apply and is not a "sample" as defined in the General Provisions. This may also only be deleted as long as we test before purchase order is processed.

(Initial here)

- **Item 19 - Warranty - Introductory sentence may read as:**
  Unless otherwise specified, the warranties contained in this contract commence (1) in the case of product sales, upon delivery of the equipment; (2) in the case of services, upon completion of performance of the requested service. 'if there is an acceptance testing period then the warranty will not commence until after the acceptance testing has been successfully achieved.

(Initial here)

- **Item 19.a - Warranty - The following provision may be substituted and will read as:**
  For the performance of Services, Contractor gives the following warranty: 'Contractor warrants that Service provided Will be performed in a good and workmanlike manner. Parts and materials, which are installed by Contractor and billed separately to the State, will be free from defects in workmanship and material at the time of installation. If any failure to meet the foregoing warranty appears within thirty (30) days from the date such Service or material is furnished, Contractor shall re-perform the Service, repair or replace the defective parts or materials without

additional charge to the State, or refund to the State the amount paid for such Service and/or defective parts or material.'

For the sale of products, Contractor gives the following warranty: 'To the extent permitted by the manufacturer and applicable law, Contractor hereby assigns and passes through to the State any and all end-user warranties made by the manufacturer of the Equipment. Contractor warrants that at the time of delivery, title to such equipment will be free from any lien, charge or encumbrance whatsoever.'

(Initial here)

INFORMATION TECHNOLOGY PURCHASE SPECIAL PROVISIONS

- **Item** 2 **- Title to Equipment - The following provision may read as:**
  Unless otherwise specified in the Statement of Work, title to the equipment shall remain in the Contractor and assigns, if any, until invoices have been paid. Title to a special feature installed on a machine and for which only a single installation charge was paid shall pass to the State at no additional charge, together with title to the machine on which it was installed.

(Initial here)

- **Item 3 - Price Decline (Applicable to Third Party Contractors) -The following provision may read as:**
  Prices quoted shall be the maximum for the contract period subject to any price escalation provisions reflected in the Statement of Work. However, should a price decline be announced by the manufacturer after contract award, but prior to a third party contractor taking title to the equipment, and should the third party contractor be the recipient of this manufacturer's price decline, it shall be passed on in total to the State by the third party contractor. Existing orders will be filled at the price in effect on the date Purchase Order is received. Any interest, finance, or other charges based on the contract price will be recomputed using the original bid rates and the differences will also be passed to the State in total. Orders placed on the date a price reduction occurs, shall benefit from such reduction."

(Initial here)

INFORMATION TECHNOLOGY SOFTWARE SPECIAL PROVISIONS

- **The following provision may apply as long as the Contractor guarantees that they are not customizing or developing any software and only selling packaged software.** Item 1 - License Grant, Item 2 - Encryption/CPU ID Authorization Codes, Item 3 - Fees and Charges and Item 4 -Maintenance: Contractor does not provide software development, programming and/or customization of Software Products, therefore, Contractor does not grant or provide Licensing, Code, Maintenance, Acceptance, Rights to Copy and/or Modifications, Guarantee of Future Releases or Acceptance Testing for any software product provided under this contract and only passes through to customers of this contract the Manufacturers Limited Standard Licensing, Guarantee and/or Statements. This pass through statement applies to all requirements in this subsection or any other section, statement or contract language in this entire document including any amendments and/or revisions related to RFP DGS-9014.

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